Retrieve a Check Capture Administrator Profile

To retrieve a Check Capture Administrator profile, complete the following steps:

1. Double-click the **OTCnet Offline** (**Production** or **QA**) icon located on your terminal's desktop.

   Or

   Click **Start**>**Programs**>**OTCnet Offline** (**Production** or **QA**)>**Start OTCnet Offline** (**Production** or **QA**).

   The *OTCnet Offline Server Startup* page appears.

   > **Application Tip**
   >
   > If the **OTCnet Offline** icon does not reside on the terminal's desktop or on your Start Menu under Programs, download and install the OTCnet Offline Check Capture software. Refer to the *Download OTCnet Offline Check Capture Software* and *Install OTCnet Offline Check Capture Software* printable job aids.

   > **Application Tip**
   >
   > If the Offline *server* was previously started, proceed to Step 3.

   > **Application Tip**
   >
   > If a terminal has more than one version of the OTCnet Offline application (Production or QA (training environment)), do not run both at the same time as running more than one offline client at a time will cause errors.

2. Enter your **User ID** and **Password** in the appropriate text boxes, and click **Log In** (if applicable). The *OTCnet Login* page appears.

   > **Application Tip**
   >
   > If the Offline server was not been previously started, you will need to enter your User ID and password to start up the Offline server. Refer to *Start the OTCnet Offline Server* printable job aid for more details.

3. Click the **Retrieve Admin Profile** hyperlink. The *Retrieve Admin Profile* page appears.

> **(!) Application Tip**
>
> Use the **Retrieve Admin Profile** hyperlink if this the first time you
> are installing version 1.4 (i.e. no previous versions are installed) on your
> workstation or if you forgot your Offline password and had to create a new
> CCA Offline User Logon Profile.

4. Enter your **Online User ID** and **Online Password**.

5. Under **Proxy Server Configuration**, *if applicable*

- Check **User Firewall Agent**
  - Enter the **Firewall Agent**
- Check **Use Proxy**
  - Enter the **Proxy Timeout**
  - Enter the **Proxy Password**
  - Enter the **Proxy Server**
  - Enter the **Proxy Port**

> **(!) Application Tip**
>
> If **Proxy Server Configuration** settings are entered, they will be saved in the
> system and can later be viewed and modified in **Terminal Configuration**.

> **(!) Application Tip**
>
> If the **Use Firewall Agent** option is enabled, then the **Firewall Agent** is
> available for configuration and the agent name can be entered.

> **(!) Application Tip**
>
> If the **Use Proxy** option is enabled, then **Proxy Timeout**, **Proxy Password**,
> **Proxy Server**, and **Proxy Port** are available for configuration.

> **(!) Application Tip**
>
> The **Proxy Timeout** value is the number of minutes the application waits for
> a connection to the server before giving up. The maximum allowed timeout is
> 30 minutes.

6. Click **Retrieve Profile**.

7. Enter your **New Password**, and **Re-Enter New Password**.

> ⓘ **Application Tip**
>
>   Password Criteria
>
>   - Must be at least 8 characters long
>   - Must contain at least one upper case letter
>   - Must contain at least one lower case letter
>   - Must contain at least one numeric character
>   - Must not have more than two repeating characters
>   - Must not repeat any of your last ten passwords
>   - Must not have been your password during the last ten days
>   - Must not be a word in a language, slang, dialect, or jargon
>   - Must not be related to personal identity, history, environment, or other personal associations
>   - Must not be shared or displayed in plain view

8. Click **Save**. A *Confirmation page* appears stating your new password has been set. This new password is also the permanent password for your offline logon profile, used for starting up the Offline server and application.

> ⓘ **Application Tip**
>
>   After the profile is successfully downloaded and permanent password was set, you will be prompted to log in to the Offline application with your new password.

> ⓘ **Application Tip**
>
>   If the profile download was unsuccessful, a message appears stating that the profile download was unsuccessful and to please contact Customer Service for assistance.

9. Restart your computer to ensure that all OTCnet security features are fully enabled.